

FREQUENTLY ASKED QUESTIONS:

1. In case of requiring a service, what should I do?

You should only call the number provided in your contract where you will be given all the necessary information. Have your contract number on hand.

2. Is the service (attention) bilingual?

We have personnel to support all the needs of our clients.

3. Are you responsible for obtaining the death certificate?

The funeral service includes the procedures to obtain the medical certificate and the death certificate.

The costs that are not included are:

- a. Payment to the doctor to sign the medical certificate (\$ 400.00)
- b. Payment of duties or taxes (\$ 100.00 for burial and \$ 400.00 for cremation).

4. What happens if I die outside of the city? What are the costs?

- a. In the unfortunate event that the death of the person who will use our services is in another city, we must comply with the laws of the state where it happened. We will try to comply always with what is established by Jewish customs, as far as we are allowed.
- b. The extraordinary costs that could be generated are:
 - i. Transfers (approximately \$ 30.00 for each km away)
 - ii. Offices, taxes, and procedures (depends on the city)

5. What happens if I hire a service with installment payments and unfortunately I require the service?

- a. In case the person who is going to use the service is the same person who made the purchase and as long as he has already paid a minimum of 15%, the balance will be canceled, and he will not have to make any of the remaining payments.
- b. In case you require the service for another person, you will be able to continue with your payments normally and you will not have to advance any amount to be offered the service. The same will apply in case of not having covered the 15% established in the previous point.

6. Can you help send the urn with the remains to the US?

- a. If you need to send the urn to the United States, we support without any cost in the necessary process to carry out the transfer.
- b. It is advisable that a person carry the urn with them on the flight and thus there will be no cost, otherwise a commercial flight will have to be hired and the payment will be made for airport transfers and taxes generated.

7. What happens if I can not continue with my payments?

The company does not have the possibility of reimbursing the payments made, however, the money paid remains as a deposit for a future purchase.

8. In case of having already paid my contract, is it possible to transfer it?

As in the previous case, the company does not make any refund, but allows the transfer to another person without cost.